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Date: Tue, 3 Apr 2007 21:17:18 -0700 (PDT)
From: "jenny lewis" <jmlslc@yahoo.com>
Subject: Statement
To: Kim.Israelsson@qwest.com

Kim-

We got a receipt from Qwest today. It shows that there is no payment due, however, it does not show our bundle including digital tv (which is a problem we have had in the past). It shows that the amount for local service, dsl, and long distance is a total of 72.10. Our total monthly bill with digital should only be 10.00 more per month per sales rep. but it is not reflecting the digital tv on the bill. This has happened numerous times and that is why I called in February because we were getting billed separately. This needs to be adjusted and taken care of. Also the months we are getting for free you stated in your past email that it would include our digital tv.

Also if we just made our monthly payment what month is this free month including (all of the month of April)?

Jenny Lewis AC # 8013022057

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Download and play hundreds of games for free on Yahoo! Games.

Date: Tue, 3 Apr 2007 21:58:57 -0700 (PDT)
From: "jenny lewis" <jmlslc@yahoo.com>
Subject: Digital TV
To: Kim.Israelsson@qwest.com

I am on the phone with Direct Tv- because our digital is now turned off. Come to find out Qwest has not been paying them through our bundle package, as we had signed up for last May. This needs to be taken care of. We paid 232 and 106 for past bundle charges yet our Direct Tv is not up to date. We are so exhausted from all of this constant headache.

How can we look up past bills to make sure we have not been overcharged all these months? We should have only been charged around 95-100 per month. If we have been paying more we need to be reimbursed for the additional charges.

I need you to email me back or get me the name of a higher supervisor that can take care of this mess.

TV dinner still cooling?
Check out "Tonight's Picks" on Yahoo! TV.



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Date: Thu, 5 Apr 2007 16:28:11 -0700 (PDT)
From: "jenny lewis" <jmlslc@yahoo.com>
Subject: charges
To: benjamin.davis@qwest.com

Hi Ben-

This is Jenny Lewis- I spoke with you the other day for quite awhile regarding our past bills, and all the extra charges that were put on our account by the rep in Idaho Falls.

First off thank you for your time and patience I really appreciate it! Secondly Dave and I have left numerous messages for the supervisor, Kim Israelsson, that was supposed to get back in touch with me over a week ago. I am needing to speak with someone else, because I am through waiting for her to follow through and reply. If I can get your supervisor's contact information to see if she will help us, that would be great.

Thank you,

Jenny Lewis AC# 8013022057

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Subject: RE: charges
Date: Thu, 5 Apr 2007 18:49:06 -0500
From: "Davis, Benjamin" <Benjamin.Davis@qwest.com>
To: "jenny lewis" <jmlslc@yahoo.com>

Jenny,

I was a glad to hear from you. I have spoken with my manager about what has been going on and Kim should be getting ahold of you very soon. Let me know how things work out.

Ben Davis
Qwest Sales and Service

From: jenny lewis [mailto:jmlslc@yahoo.com]
Sent: Thursday, April 05, 2007 5:28 PM
To: Davis, Benjamin
Subject: charges

Hi Ben-

This is Jenny Lewis- I spoke with you the other day for quite awhile regarding our past bills, and all the extra charges that were put on our account by the rep in Idaho Falls.

First off thank you for your time and patience I really appreciate it! Secondly Dave and I have left numerous messages for the supervisor, Kim Israelsson, that was supposed to get back in touch with me over a week ago. I am needing to speak with someone else, because I am through waiting for her to follow through and reply. If I can get your supervisor's contact information to see if she will help us, that would be great.

Thank you,

Jenny Lewis AC# 8013022057

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Date: Tue, 10 Apr 2007 17:19:18 -0700 (PDT)
From: "Jenny Lewis" <jmlslc@yahoo.com>
Subject: RE: charges
To: "Davis, Benjamin" <Benjamin.Davis@qwest.com>

Hi Ben-

We got ahold of Kim last week. I had Dave return her phone call that same evening she left the message and I had emailed you. She said that this issue has to go up the chain of command. Dave spoke to a man last week that was above Kim, yet he had no idea what was going on. Yet again we were told we would have to wait for some answers and decisions.

Would your supervisor know whomever is above Kim and her supervisor? This could take forever at this rate. We need someone that can make some decisions and it seems no one can. We need someone that knows what is going on, can make decisions, and we don't have to spend hours talking to them and telling them what has happened. Also the check that Qwest was supposed to send us has yet to come. If you can help us in anyway it would be greatly appreciated.

Thanks for your help!

Jenny (8013022057)

"Davis, Benjamin" <Benjamin.Davis@qwest.com> wrote:

Jenny,
Kim just tried calling you is there another number that you can be reached at?

From: jenny lewis [mailto:jmlslc@yahoo.com]
Sent: Thursday, April 05, 2007 5:28 PM
To: Davis, Benjamin
Subject: charges

Hi Ben-

This is Jenny Lewis- I spoke with you the other day for quite awhile regarding our past bills, and all the extra charges that were put on our account by the rep in Idaho Falls.

First off thank you for your time and patience I really appreciate it! Secondly Dave and I have left numerous messages for the supervisor, Kim Israelsson, that was supposed to get back in touch with me over a week ago. I am needing to speak with someone else, because I am through waiting for her to follow through and reply. If I can get your supervisor's contact information to see if she will help us, that would be great.

Thank you,

Jenny Lewis AC# 8013022057

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Date: Wed, 18 Apr 2007 12:07:03 -0700 (PDT)
From: "jenny lewis" <jmlslc@yahoo.com>
Subject: RE: Charges
To: "Israelsson, Kim" <Kim.Israelsson@qwest.com>

Will be be reimbursed for the amounts that were charged that were not verified? Also there were some discrepancies with past bills that were not consistent. Some months we were charged 150 some months 120. We need to be reimbursed for the difference because we were told that the bundle amount was going to be 98 per month.

"Israelsson, Kim" <Kim.Israelsson@qwest.com> wrote:

Jenny,
I left a voicemail concerning the agreement I made with your husband on 2 months of service including the full bundling with DirectTV. As soon as that bill prints I will give you the amount of the adjustment. The person who originally placed this order to re-establish the service has been addressed of the situation and appropriate action will be taken for the inappropriate use of your credit card on other accounts. As I stated to your husband, I need a copy of the cell phone bill to reimburse for the charges you incurred calling in on your cell phone.

I left the voicemail on Monday on your husbands work number stating that the DirectTV is now showing on your account and will be billed on the Qwest bill going forward. Your bill date each month is 25th and I should see that bill and all applicable charges around 4-30-07, at which point I will call your husband on his work # and give him the amount of the adjustment for 2months for inconvenience.

Kim Israelsson

From: jenny lewis [mailto:jmlslc@yahoo.com]
Sent: Tuesday, April 17, 2007 5:57 PM
To: Israelsson, Kim
Subject: Charges

Haven't heard back from your boss regarding our bill. What was figured out regarding our Direct TV not getting paid in the bundle package? Also we have not recieved the rest of our reimbursements. Please have your supervisor get in contact about all of this.

Jenny and Dave Patten
8013022057

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Date: Wed, 2 May 2007 17:40:57 -0700 (PDT)
From: "jenny lewis" <jmlslc@yahoo.com>
Subject: RE: Charges
To: "Israelsson, Kim" <Kim.Israelsson@qwest.com>

I am faxing the phone bill right now.

Also we received our bill and it states that we got a credit of \$96, but owe \$294.35. What is the explanation for the billing? It states that for one month of Qwest local service is \$83, DSL is \$45, Long distance is \$4.67, and Direct TV \$54.04. Later on in the bill it says the Direct TV amount is \$62. I am really confused about the billing. Also we were supposed to get another check sent to us from Benjamin (in Logan), credited a few things back clear from mistakes last year. We have not received that reimbursement yet. Even if we have a credit of \$96, our bill should not be \$294. This bill states this amount has been charged to our credit card.

Jenny Lewis (8013022057)

"Israelsson, Kim" <Kim.Israelsson@qwest.com> wrote:

Jenny,

My fax # is 801 962-2879, when faxing the bill please put a cover sheet with my name on it, as alot of folks use the same fax machine. Please highlight the calls in question and I will credit your account with Qwest. I don't have the capability of sending a check, however I can credited your Qwest bill and then request a check from accounting. That process takes about 4-6 weeks for a check to be cut and mailed out. If that is what you would like to do, please indicate that on the bill you are faxing and I will process the request as such.

By sending a check you would see a credit and then a debit on your account, as when I send out the check-it will debit the funds from your account.

Kim Israelsson

From: jenny lewis [mailto:jmlslc@yahoo.com]
Sent: Monday, April 30, 2007 1:02 PM
To: Israelsson, Kim
Subject: RE: Charges

Kim-

I have my current cell phone minutes. Please email me a fax number I can fax these copies to. I also get charged .35 a minute which is what I based the reimbursement on. Will you be sending a check?

Jenny Lewis

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Date: Thu, 3 May 2007 12:06:00 -0700 (PDT)
From: "jenny lewis" <jmlslc@yahoo.com>
Subject: RE: Charges
To: "Israelsson, Kim" <Kim.Israelsson@qwest.com>

I am extremely confused by this bill. The current monthly charges will be 106 correct, for the bundle package (dsl, phone, cable)? On the bill for 294 it states those charges to broken down as such:

previous balance of	106 (which month was this previously billed from)?
qwest local services	83.18
DSL	45.57
Long distance	4.67
Direct TV	54.04

Equalling 294.35 we should not be getting charged those high amounts for one month. With the credit we have we will not pay 187.46 for one month of service, this bill needs to be adjusted to reflect 106 for the month not 187.46.

If we have a credit of 770, that should pay for our service for the next 7 in a half months, correct?

"Israelsson, Kim" <Kim.Israelsson@qwest.com> wrote:

Jenny,

I am confused, I agreed to adj 2 months worth of service which is including in the amount I gave the adj for and will offset that bill you received for 294.00. I also credited an additional amount due to the amounts processed on your credit card which is also including in the amount I made to your account. On 4-30-07, I adjusted 453.23 on your bill, and today I processed an additional amount of 192.99 before tax for a total of 221.43 adj on your account of which 86.10 is the cell phone reimbursement. I will be sending you a refund check in the amount of 86.10 which you will see a credit and debit on the account. I believe I have adjusted what we talked about due to delays in service as you have recieved a total adj credit of 770.66(which includes the 96.00 credit you stated in your email).

Kim Israelsson

From: jenny lewis [mailto:jmlslc@yahoo.com]
Sent: Thursday, May 03, 2007 11:59 AM
To: Israelsson, Kim
Subject: RE: Charges

we did receive an additional bill that did show we had a \$96 credit that came the day after the bill stated we owed \$300. I will disregard that bill, however, \$300 will not come out of the amount your company is reimbursing us is it? Our monthly amount due including taxes should equal \$106.

"Israelsson, Kim" <Kim.Israelsson@qwest.com> wrote:

I got the fax, thanks! You should disregard the current billing and the credit will show up on your next bill that I issued. I will also issue an adj 86.10 today and then request it to be sent to you in a check, so you will see a credit and a debit for that amount and the check will take approx 4-6 weeks for you to receive it. If you have any other questions, please let me know.

Thanks
Kim Israelsson

From: jenny lewis [mailto:jmlslc@yahoo.com]
Sent: Thursday, May 03, 2007 11:39 AM

To: Israelsson, Kim
Subject: RE: Charges

He told me the bill would show we owe but then there would be a credit of \$480 (approx). The bill will still be the \$106 each month correct? So we can disregard the bill that states we owe roughly \$300? Also did you get my fax with the minutes? I have a confirmation that the fax was received.

Thanks,

Jenny

"Israelsson, Kim" <Kim.Israelsson@qwest.com> wrote:

I explained the billing to your husband when I spoke with him earlier this week. If you would like to call me I would be happy to discuss it with you. I can be reached after 11:30am on 303 299-4687
Kim Israelsson

From: jenny lewis [mailto:jmlslc@yahoo.com]
Sent: Wednesday, May 02, 2007 6:41 PM
To: Israelsson, Kim
Subject: RE: Charges

I am faxing the phone bill right now.

Also we received our bill and it states that we got a credit of \$96, but owe \$294.35. What is the explanation for the billing? It states that for one month of Qwest local service is \$83, DSL is \$45, Long distance is \$4.67, and Direct TV \$54.04. Later on in the bill it says the Direct TV amount is \$62. I am really confused about the billing. Also we were supposed to get another check sent to us from Benjamin (in Logan), credited a few things back clear from mistakes last year. We have not received that reimbursement yet. Even if we have a credit of \$96, our bill should not be \$294. This bill states this amount has been charged to our credit card.

Jenny Lewis (8013022057)

"Israelsson, Kim" <Kim.Israelsson@qwest.com> wrote:

Jenny,

My fax # is 801 962-2879, when faxing the bill please put a cover sheet with my name on it, as alot of folks use the same fax machine. Please highlight the calls in question and I will credit your account with Qwest. I don't have the capability of sending a check, however I can credited your Qwest bill and then request a check from accounting. That process takes about 4-6 weeks for a check to be cut and mailed out. If that is what you would like to do, please indicate that on the bill you are faxing and I will process the request as such.

By sending a check you would see a credit and then a debit on your account, as when I send out the check-it will debit the funds from your account.

Kim Israelsson

From: jenny lewis [mailto:jmlslc@yahoo.com]

Sent: Monday, April 30, 2007 1:02 PM

To: Israelsson, Kim

Subject: RE: Charges

Kim-

I have my current cell phone minutes. Please email me a fax number I can fax these copies to. I also get charged .35 a minute which is what I based the reimbursement on. Will you be sending a check?

Jenny Lewis

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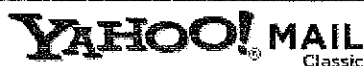
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This message is not flagged. [[Flag Message](#) - [Mark as Unread](#)][Printable View](#)**Date:** Sat, 5 May 2007 22:44:36 -0700 (PDT)**From:** "jenny lewis" <jmlslc@yahoo.com> [Add to Address Book](#) [Add Mobile Alert](#)**Subject:** RE: Charges**To:** "Israelsson, Kim" <Kim.Israelsson@qwest.com>

We recieved a letter from Qwest stating that our credit card did not work when they tried to charge us \$294. That is because we closed that account due to the fraudulent situation with your customer rep and were advised by another rep in billing to do so. If you can make note of this on the account it would be appreciated. Also can you please explain the \$294 billing breakdown? Also if every month is going to be \$187 we will not pay that amount (that is how much we were bill for the month of April). Also can your verify how much money we will get in credit?

"Israelsson, Kim" <Kim.Israelsson@qwest.com> wrote:

Jenny,

I am confused, I agreed to adj 2 months worth of service which is including in the amount I gave the adj for and will offset that bill you received for 294.00. I also credited an additional amount due to the amounts processed on your credit card which is also including in the amount I made to your account. On 4-30-07, I adjusted 453.23 on your bill, and today I processed an additional amount of 192.99 before tax for a total of 221.43 adj on your account of which 86.10 is the cell phone reimbursement. I will be sending you a refund check in the amount of 86.10 which you will see a credit and debit on the account. I believe I have adjusted what we talked about due to delays in service as you have recieved a total adj credit of 770.66(which includes the 96.00 credit you stated in your email).

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"Israelsson, Kim" <Kim.Israelsson@qwest.com> wrote:

I got the fax, thanks! You should disregard the current billing and the credit will show up on your next bill that I issued. I will also issue an adj 86.10 today and then request it to be sent to you in a check, so you will see a credit and a debit for that amount and the check will take approx 4-6 weeks for you to receive it. If you have any other questions, please let me know.

Thanks
Kim Israelsson

From: jenny lewis [mailto:jmlslc@yahoo.com]

Sent: Thursday, May 03, 2007 11:39 AM

To: Israelsson, Kim

Subject: RE: Charges

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Thanks,

Jenny

"Israelsson, Kim" <Kim.Israelsson@qwest.com> wrote:

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Kim Israelsson

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To: Israelsson, Kim

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This bill states this amount has been charged to our credit card.

Jenny Lewis (8013022057)

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Jenny,

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folks use the same fax machine. Please highlight the calls in question and I will credit your account with Qwest. I don't have the capability of sending a check, however I can credited your Qwest bill and then request a check from accounting. That process takes about 4-6 weeks for a check to be cut and mailed out. If that is what you would like to do, please indicate that on the bill you are faxing and I will process the request as such.

By sending a check you would see a credit and then a debit on your account, as when I send out the check-it will debit the funds from your account.

Kim Israelsson

From: jenny lewis [mailto:jmlslc@yahoo.com]
Sent: Monday, April 30, 2007 1:02 PM
To: Israelsson, Kim
Subject: RE: Charges

Kim-

I have my current cell phone minutes. Please email me a fax number I can fax these copies to. I also get charged .35 a minute which is what I based the reimbursement on. Will you be sending a check?

Jenny Lewis

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Date: Thu, 10 May 2007 09:46:39 -0700 (PDT)
From: "jenny lewis" <jmlslc@yahoo.com>
Subject: Account
To: Kim.Israelsson@qwest.com

Kim-



We are still waiting for you to discuss the current bill and breakdown. We have not received a response from the email we sent beginning of the week. If you could please explain the current bill and why the amounts are what they are that would be appreciated.

We received a letter from Qwest stating that our credit card did not work when they tried to charge us \$294. That is because we closed that account due to the fraudulent situation with your customer rep and were advised by another rep in billing to do so. If you can make note of this on the account it would be appreciated. Also can you please explain the \$294 billing breakdown? Also if every month is going to be \$187 we will not pay that amount (that is how much we were billed for the month of April). Also can you verify how much money we will get in credit?

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Date: Fri, 8 Jun 2007 11:02:50 -0700 (PDT)

From: "Jenny Lewis" <jmlslc@yahoo.com>  Add to Address Book  Add Mobile Alert

Subject: RE: Charges

To: "Israelsson, Kim" <Kim.Israelsson@qwest.com>

Kim-

I have yet to receive the check for my minutes. Per your email below you stated it would take between 4-6 weeks. It has now been 8 weeks.

Also our bill for the past two months are showing our monthly cost is \$200 per month. If Qwest is going to double our payment so that the credit is used faster, we would rather have the \$770 cut to us by check so we can resume our \$110 a month payments. This is ridiculous, the time it takes to contact you each month and nothing being done to take care of this matter. If you would review our statement so you have some answers it would be greatly appreciated. Also I need some sort of documentation stating how many months of free service we are supposed to get, so if there are any problems we will have everything documented. Either email me or call Dave at 553-5551.

Jenny Lewis
801 302 2057

Subject: RE: Charges

Date: Mon, 11 Jun 2007 11:28:22 -0600

From: "Israelsson, Kim" <Kim.Israelsson@qwest.com>  Add to Address Book  Add Mobile Alert



To: "jenny lewis" <jmlslc@yahoo.com>

Jenny,

I will check on the refund check today. I disagree that nothing has been done to help you with the matter, I have responded and given credits as I stated I would. I will see what I can do to get the rest of the amount refunded to you as well.

I will work on it today and get back to you by tomorrow with information.

Thanks
Kim

Date: Tue, 12 Jun 2007 22:27:11 -0700 (PDT)
From: "jenny lewis" <jmlslc@yahoo.com>  Add to Address Book  Add Mobile Alert
Subject: RE: Charges
To: "Israelsson, Kim" <Kim.Israelsson@qwest.com>

Kim,



I didn't get a response back today, as stated in the email below (as it is now 11:30 pm), so I am following up. I am not trying to insinuate you have not done what you can to help us, however, we have been charged double for the last couple months and last month stated in your email you would get back to us with a reason for the high charges and we never heard back via email. The credits we have been given should last us for over six months, but if our bill is double what is should be each month the credits will only last for three months. If we are going to have to follow up each month to figure out our bill this will be very time consuming, which I do not want to deal with. If we can not figure out what needs to be done if Qwest would refund the remaining 570 (plus 100 for phone charges), we can pay our billing monthly.

Also I still have not received my reimbursement check which was supposed to have been received no later than two weeks ago.

Thank you,

Jenny Lewis

Date: Thu, 14 Jun 2007 12:03:49 -0700 (PDT)

From: "jenny lewis" <jmlslc@yahoo.com>  Add to Address Book  Add Mobile Alert

Subject: RE: Charges

To: "Israelsson, Kim" <Kim.Israelsson@qwest.com>



Kim-

Still have not heard back from you. Please get back to me as soon as possible.

Thank you,

Jenny Lewis

Date: Mon, 18 Jun 2007 12:30:29 -0700 (PDT)

From: "jenny lewis" <jmlslc@yahoo.com>  Add to Address Book  Add Mobile Alert

Subject: RE: Charges

To: "Israelsson, Kim" <Kim.Israelsson@qwest.com>

Do you know how long it will take before there are any answers? This is getting very frustrating since the issue has been ongoing for over two months now. This needs to be taken care of. Is there a supervisor above you that can make decisions?



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Date: Wed, 4 Jul 2007 10:49:40 -0700 (PDT)
From: "jenny lewis" <jmlslc@yahoo.com>
Subject: RE: charges
To: "Davis, Benjamin" <Benjamin.Davis@qwest.com>

Ben,

My name is Jenny Lewis, you helped me with a concern back in March that dealt with a rep. taking over \$350 unauthorized from our banking account and putting the money towards another account. He said he needed our credit card number and pin to set us up on direct withdrawal, which he never did. Due to the money being taken from our account we had a few different payments that bounced due to this money being withdrawn and charged bounced check fees which each one equaled \$25 (charged a total of \$75 in fees because this money was withdrawn without our consent). We also were advised by billing department to close and cancel the debit card, as well as, the banking account. We have been put out money and also time.

We have been dealing with Kim Isrealson with no success. She says she will get back to me and then I don't hear from her. From April, May, and June's bills I have emailed her every month to have her explain why we are getting charged close to \$200 some months and then around \$160 the others. We are only supposed to be paying \$110 per month with taxes. She says she does not know and will get back to us. It has been three months and my husband and I are done dealing with her. No one can make any decisions. She said we were given \$770 worth of credit, however, being charge \$200 plus a month has quickly depleted that credit. Also she said she would send me a check for \$100 due to having to use my cell phone minutes dealing with Qwest. I faxed her copies of my phone records indicating the time used. She said the longest it would take to get the check to me would be 8 weeks, it has now been closer to 12 weeks. She said she would check with accounting and get back to me the next day, that was two weeks ago.

We are done dealing with Qwest. We are fine to have the \$110 deducted per month from April-June (equaling \$330, which should leave us \$440 which we just want Qwest to cut us a check and also for the \$100 promised from my cell phone). This whole issue has been a pain and no one can make decisions or help us, where we have been the victims of fraud from your company.

You were so nice to assist me and I am hoping you can forward this email to the appropriate supervisor since Kim has proven to be of no help. In my last email I asked Kim for her supervisor information, she has never gotten back to me. She could not even explain the bill to myself and my husband. We are done working with her and just want to be done with Qwest due to all the time and lack of action and answers since March. I appreciate any help you are able to offer.

Thanks for your help!

Jenny Lewis and David Patten
 AC# 8013022057

"Davis, Benjamin" <Benjamin.Davis@qwest.com> wrote:

Jenny,
 Kim just tried calling you is there another number that you can be reached at?

From: jenny lewis [mailto:jmlslc@yahoo.com]
Sent: Thursday, April 05, 2007 5:28 PM
To: Davis, Benjamin
Subject: charges

Hi Ben-

This is Jenny Lewis- I spoke with you the other day for quite awhile regarding our past bills, and all the extra charges that were put on our account by the rep in Idaho Falls.

First off thank you for your time and patience I really appreciate it! Secondly Dave and I have left numerous messages for the supervisor, Kim Israelsson, that was supposed to get back in touch with me over a week ago. I am needing to speak with someone else, because I am through waiting for her to follow through and reply. If I can get your supervisor's contact information to see if she will help us, that would be great.

Thank you,

Jenny Lewis AC# 8013022057



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Date: Wed, 11 Jul 2007 13:28:47 -0700 (PDT)

From: "jenny lewis" <jmlslc@yahoo.com>  Add to Address Book  Add Mobile Alert

Subject: RE: Charges

To: "Israelsson, Kim" <Kim.Israelsson@qwest.com>

Still have not heard back regarding our bill or the money for my cell phone. Still have not recieved the check promised 12 weeks ago for the \$98. Is there another manager or supervisor that can make any decisions about this ongoing situation?
